

## Job Description

**Job Title:** Senior Healthcare Assistant - Hospice at Home

**Band:** Band B

**Location:** Rowcroft Hospice

**Reporting to:** Hospice at Home Nurse in Charge

**Job purpose:** Our Vision is to make every day the best day possible for patients, and those closest to them, living with life-limiting illnesses in South Devon. As Senior Healthcare Assistant you will deliver this by working alongside a Hospice at Home Sister providing professional care and support to our patients and families in their own homes

**Our Values:**

Honesty & Integrity Generosity of Spirit Respect Team Player

### Key Roles and Responsibilities

1. Attend to patients in their own homes, providing personal care such as feeding, washing and repositioning and giving medications.
2. Sit with patients to allow families/carers to rest, liaising with the Sister on duty to report changes in condition, a need for medication or to ask for assistance.
3. Provide emotional support to families.
4. Support Registered Nurses and Sisters with care after death.
5. Provide after death information for families, including contacting funeral directors, certification of death and bereavement support.
6. Document care given on the electronic database used by the hospice.
7. Take reasonable care for your own safety and the safety of others. Adhere to all Health & Safety requirements, including Covid-19 secure processes and procedures.
8. Promote a culture of continuous learning and development and wellbeing. Identify your own learning and development needs and ensure your mandatory and essential training is up to date. Help to create an environment that is continually critically questioning practice and promoting learning.
9. Play an active part in team meetings and ensure your mandatory and other relevant training is kept up-to-date.

This list can never be exhaustive but covers most of the work you'll be doing - always with talent, initiative and a commitment to great customer service.



## Infection Prevention

All Rowcroft Hospice employees in both clinical and non-clinical roles are required to adhere to the Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times to reduce the burden of Healthcare Associated Infections including MRSA.

You agree to the following responsibilities:

- To decontaminate your hands prior to and after direct patient care or contact with the patient's surroundings;
- To take part in mandatory infection control training provided;
- To responsibly manage your own infections (other than common colds and illness) that may be transmittable to patients, including to contact Occupational Health for guidance.

## Place of Work

This role has been identified as a Field worker (role could be carried out at a Rowcroft site or other location, including home, subject to the varying needs of the role. Will spend planned time at Rowcroft sites or other locations as the role requires which could include patient homes and Rowcroft and non-Rowcroft locations to meet the needs of the service).

This will be fully discussed and agreed with the postholder to meet individual and business needs.



**PERSON SPECIFICATION  
Senior Healthcare Assistant**

Attributes	Essential	Desirable
<b>Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• NVQ Level 3 or equivalent in healthcare</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Palliative care module</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Clean driving licence</li> <li>• Excellent customer service towards all internal and external customers.</li> <li>• Good communication skills.</li> <li>• Good IT skills</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience in a healthcare setting</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in the community or in a hospice</li> </ul>
<b>Personal Requirements</b>	<ul style="list-style-type: none"> <li>• Access to transport.</li> <li>• Able to work on your own in people’s homes, including overnight.</li> <li>• Friendly, welcoming and inclusive.</li> <li>• A positive can do attitude and a problem solving approach.</li> <li>• A commitment to continually learn and develop.</li> <li>• Leadership through creative problem solving, a positive can-do attitude and a willingness and desire to ensure all who come into contact with Rowcroft have the best possible experience.</li> <li>• Proven ability to be part of a committed and hardworking team in line with the ethics and values of Rowcroft Hospice, acting in the best interests of Rowcroft at all times.</li> </ul>	<ul style="list-style-type: none"> <li>• Willing and able to volunteer for at least one Rowcroft event each year.</li> </ul>



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